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OFFICE of the COMPTROLLER (CTR)

Enterprise Resource Planning (ERP) Director – Comptroller Technology Group

FY26 - 011

About the Office of the Comptroller

The Office of the Comptroller ensures that the more than \$50 billion in annual transactions authorized by the general appropriations act and supplemental appropriations are executed in accordance with all statutory requirements and recorded in compliance with accounting standards. We also oversee capital assets, federal funding inflows, and other transactions. We also own and maintain statewide payments and payroll systems, safeguarding critical financial information. We operate in support of our partners, the financial staff at more than 150 departments and agencies across the Commonwealth.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Summary of Comptroller Technology Group (CTG) Team

Comptroller Technology Group (CTG) delivers critical IT services to ensure the smooth operation of daily business activities while supporting the strategic objectives of both the Office of the Comptroller and the Commonwealth of Massachusetts. CTG is tasked with maintaining and enhancing essential enterprise-wide systems that underpin state operations, including MMARS/LCM (the Commonwealth's financial systems), CTHRU (the transparency platform for government spending), and VendorWeb (the payment portal for state vendors). CTG plays a pivotal role in managing several key relationships, including the Executive Office of Technology Services and Security (EOTSS), over 150 state departments, and external vendors.

Position Summary

The Office of the Comptroller (CTR) is seeking an experienced ERP Director to lead the Statewide ERP Management Team (SEMT) in CTG. SEMT is responsible for the day-to-day leadership, reliability, and continuous improvement of the Commonwealth's ERP ecosystem supporting mission-critical fiscal processing and partner agency workflows across Massachusetts state government. This role is accountable for ensuring the ERP platform reliably supports statewide fiscal cycles, with secure system controls, stable operations, and audit-ready system configurations.

The Commonwealth is engaged in a multi-year effort to upgrade and replace its core ERP applications. The new financial and ledger system is being implemented in February 2026, after which time its operation and management will be led by the ERP Director. The payroll and human capital management system will be implemented in 2026-2027 and then be managed by the ERP team. The ERP Director will therefore be in a leading position to help the Commonwealth maximize the value and effectiveness of these systems, which are used to execute an annual budget of over \$60 billion dollars and to serve a total employee population of nearly 140,000 people in 170+ departments.

This role requires strong fluency in statewide fiscal processes and the ability to lead through influence across external partners. The ERP Director ensures accurate, timely execution of core cycles while building a disciplined operating model for issue management, change coordination, testing readiness, stakeholder communications, and measurable service outcomes.

SEMT Functional Areas:

- **Agency & Partner Support:** external customer support, issue intake/triage, partner communications
- **Business Processing:** fiscal workflow expertise, requirements, validation/testing support, cycle execution support
- **Platform Management:** platform stewardship, release/change coordination, configuration oversight, system integrity

Specific Duties

The specific duties of this position include but are not limited to the following:

- Lead SEMT's day-to-day execution including staffing, prioritization, performance management and team development.
- Manage the operational health of ERP services supporting statewide fiscal activity by understanding critical cycles, controls, dependencies, and deadlines and ensuring reliable outcomes.
- Serve as CTR's primary day-to-day technical lead to ensure payments and fiscal processing stability, release readiness, and timely resolution of defects impacting agencies.
- Establish and maintain disciplined operating practices for intake, triage, root-cause analysis, backlog management, release readiness, and change coordination.
- Direct testing and validation practices including UAT support, regression readiness, release notes, and go/no-go coordination to ensure safe, predictable production changes.
- Develop and maintain consistent documentation, SOPs, and knowledge management so the team can operate with clarity.
- Define and track service outcomes of incident aging, SLA/OLA performance, defect/backlog health, release readiness, and partner satisfaction and drive continuous improvement based on measurable results.
- Partner with internal CTR Teams on aligning priorities, reporting needs, integrations, and agency communications, ensuring stakeholders receive timely and accurate information.
- Ensure ERP platforms support audit and compliance requirements by maintaining secure configurations, system logging, and other disciplines and practices that enable business units to meet internal controls and audit standards.
- Coordinate with risk and compliance stakeholders to manage controls and remediation.
- Develop and support a high-performing team through coaching, clear expectations, skill development, and succession planning in a lean environment.
- Continuously improve partner experience and internal execution by simplifying workflows where possible and strengthening control points where necessary without compromising compliance.

Preferred Qualifications:

- 10+ years supporting or leading ERP / financial systems / enterprise application environments (public sector or highly regulated environments preferred).
- 5+ years of progressive leadership experience managing teams, priorities, and delivery in partnership with vendors and cross-functional stakeholders.

- ERP backend experience with Oracle-based ecosystems and enterprise fiscal workflows.
- Familiarity with modern data platforms such as Snowflake and governed data access patterns.
- Experience with enterprise ETL/integration tooling and scheduled/batch integration patterns for near-real-time and nightly cycles.
- Understanding of vendor-hosted / partner data landscapes and cross-cloud data movement into enterprise analytics platforms.
- Experience using ITSM tools (ServiceNow) to manage intake, triage, escalation, and change coordination.
- Demonstrated experience leading teams in high-accountability environments, including performance management and partnering with leadership & HR within policy or labor frameworks.

Required Qualifications:

- Experience working in environments with formal financial controls, audit requirements or regulatory constraints.
- Demonstrated experience supporting mission-critical business processes (e.g., accounting, procurement, payments, payroll, grants, or similar) where accuracy and timeliness are non-negotiable.
- Demonstrated ability to work effectively across multiple stakeholder groups including executives, agencies, technical teams, and vendors using clear, concise communication and strong follow-through.
- Proven ability to implement disciplined operating practices for incident, problem, and change management, including measurable accountability and results.
- Strong written communication and documentation skills (SOPs, change notes, testing guidance, partner communications).
- Demonstrated ability to manage cross-system dependencies (interfaces, data pipelines, reporting ecosystems) and coordinate impact analysis across stakeholders during changes and releases.

Minimum Entrance Requirements:

Applicants must have at least (A) six (6) years of full-time or, equivalent part-time, professional, administrative, supervisory, or managerial experience in IT Administration, IT Management, or IT Project management, of which (B) at least two (2) years must have been in a supervisory or managerial capacity or (C) any equivalent combination of the required experience and substitutions below.

Substitutions:

- I. A certificate in a relevant or related field may be substituted for one (1) year of the required (A) experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required (A) experience.
- III. A Graduate degree or higher in a related field may be substituted for three (3) years of the required (A) experience.
- IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) experience.

Salary Range: **\$ 120,000 - \$ 145,000**

This is a management position. The posted salary range is fixed and not subject to negotiation. The selected candidate will be offered a salary within this range, commensurate with their relative experience.

Comprehensive Benefits Package:

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

This is a management position. The successful candidate will be an employee at will. This position is non-civil service and not covered by a collective bargaining agreement. This position is an exempt position.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans.

ERP Director
FY26-011
February 27, 2026

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information:

<http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs. This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the Federal Government.

CTR Hybrid-Work Model

CTR operates under a Hybrid work model. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR does not reimburse for employees to travel to the office.

On-site work is an essential function of this position.

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law.

CTR is an Equal Opportunity Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their application, no later than 5:00 pm, by **March 22, 2026** at <https://careers.macomptroller.org/jobs/Careers>.

Submissions should include the following:

- a cover letter; and
- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,
- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

ERP Director
FY26-011
February 27, 2026

Further Information:

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.